

## Transcript: Pearl

**Rojas-4597976570445824-6326247318274048**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Joseph Branch, like a branch on a tree. How can I assist you? Um, there... It's kind of weird. I just got a text saying that in the next 30 days I was going to be enrolled into a, some kind of a program for, like, medical whatever. And I've been working for you guys over a year and, um, I told them I didn't want that medical stuff because I had Medicaid. Come to find out, they been taking it from me since the day I been working. So, I don't want to be signed up for anything else that's going to take anything away from my check, um, because I have Medicaid and it covers everything. Okay. What's the name of the staff agency you work for? Surge. And the last four digits of your Social? 5804. Okay. And if you can verify your address and date of birth? 11/3/65. And your address? 417, um... What's this thing called? Garrison Street, Fremont, Ohio 43420. Look, I have a different address on file. Okay. Then they probably... I was just in there. I don't know about Surge, man. Um, the address you may have is 705 East State Street. Yes. It's because their system is different from ours. We're not actually a part of Surge. We work, um, with a, the... We're a third party. Okay. So their system doesn't automat-... Doesn't update our systems. Okay, good deal, good deal. All right. Okay. You said that new address is 417 Garrison Street, correct? Yes, ma'am. Okay. And I have your phone number as 419-455-0805? Yes, ma'am. And I have your email address as profitjbranch@gmail.com? Profitjbranch@gmail.com. Yep. Okay. So taking a look here, you did c-... Um, you did decline back in May of 2023 and there hasn't been any deductions, so you're, you're good. Okay, good. All right. Thank you so very much. I appreciate you. No problem. Thank you so much for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Joseph Branch, like a branch on a tree.

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Um, there... It's kind of weird. I just got a text saying that in the next 30 days I was going to be enrolled into a, some kind of a program for, like, medical whatever. And I've been working for you guys over a year and, um, I told them I didn't want that medical stuff because I had Medicaid. Come to find out, they been taking it from me since the day I been working. So, I don't want to be signed up for anything else that's going to take anything

away from my check, um, because I have Medicaid and it covers everything.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: 5804.

Speaker speaker\_0: Okay. And if you can verify your address and date of birth?

Speaker speaker\_1: 11/3/65.

Speaker speaker\_0: And your address?

Speaker speaker\_1: 417, um... What's this thing called? Garrison Street, Fremont, Ohio 43420.

Speaker speaker\_0: Look, I have a different address on file.

Speaker speaker\_1: Okay. Then they probably... I was just in there. I don't know about Surge, man. Um, the address you may have is 705 East State Street.

Speaker speaker\_0: Yes. It's because their system is different from ours. We're not actually a part of Surge. We work, um, with a, the... We're a third party.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So their system doesn't automat-... Doesn't update our systems.

Speaker speaker\_1: Okay, good deal, good deal. All right.

Speaker speaker\_0: Okay. You said that new address is 417 Garrison Street, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And I have your phone number as 419-455-0805?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as profitjbranch@gmail.com?

Speaker speaker\_1: Profitjbranch@gmail.com. Yep.

Speaker speaker\_0: Okay. So taking a look here, you did c-... Um, you did decline back in May of 2023 and there hasn't been any deductions, so you're, you're good.

Speaker speaker\_1: Okay, good. All right. Thank you so very much. I appreciate you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.